

# Volunteer Rewards - Guidelines

## 1. Introduction

- 1.1. CSSC takes recognition of its volunteers very seriously. Volunteers give freely of their time and most other volunteer organisations have some sort of reward and recognition policy. CSSC has had a clear policy and practice in place for a number of years regarding the trophies, awards and certificates available to honour and recognise our volunteers on a national basis and which are administered centrally. This policy and practice is set out in the **Awards Criteria - National Recognition Scheme**.
- 1.2. When it comes to rewards, there has never been a consolidated or consistent approach to this issue across CSSC particularly at a **local** level. Consequently, there is currently a variety of different practices across CSSC in how CSSC volunteers are rewarded and/or thanked which causes inconsistency, inequity and disparity across the organisation. In addition, some of these practices may create taxation, benefit entitlement or legal issues for both the volunteer individually and/or CSSC collectively as an organisation.
- 1.3. CSSC needs to provide guidance, share good practice and bring consistency across the organisation on the provision of local volunteer rewards. In particular, CSSC needs to ensure fairness and that the current relevant legislation is complied with. This document provides that guidance.
- 1.4. CSSC has now introduced a policy on local Volunteer Rewards.
- 1.5. The Volunteer Committee have agreed the CSSC Policy on Volunteer Rewards and these Guidelines have been produced from the Policy.

## 2. Purpose

- 2.1. The purpose of this document is to provide clear guidelines for CSSC and its volunteers to follow, when considering providing local rewards to its volunteers within their affiliate, section, body or club to meet the specific aims stated below- including rewards such as meals out, tickets, vouchers, free places on events/trips, gifts and collective celebrations.
- 2.2. The guidelines do **not** cover:-
  - 2.2.1. honorarium payments which have tax and National Insurance (NI) consequences, because they were addressed and discontinued in CSSC in 2007;
  - 2.2.2. reimbursement for out of pocket expenses and travel; and
  - 2.2.3. training appropriate to the volunteer's role with CSSC.

2.3. The aim of the Guidelines are to:-

2.3.1. achieve consistency and fairness across the organisation and support and promote the recognition of volunteers throughout the whole of CSSC;

2.3.2. ensure that CSSC and its volunteers:-

- a. are protected from inadvertently not complying with any legislation;
- b. do not become liable for taxation they were not aware of or prepared for; and
- c. entitlement to any benefits is not effected;

as a result of any reward being given to them by CSSC; and

2.3.3. reinforce "One CSSC"- with volunteers being made to feel part of a collective team, feel welcome, valued and appreciated for their contribution regardless of their role or where they are located in CSSC.

### 3. Guidelines to follow

3.1. All CSSC affiliates, clubs and sections to follow the guidelines when providing any local rewards or recognition for CSSC volunteers either individually or collectively;

3.2. Volunteers should never be given anything that could be said to be a **reward for services**. In order to avoid this as far as possible, the following **general principles** need to be borne in mind:-

4.2.1. there is no **regular** provision of a reward or **expectation** on the part of volunteers for there to be one;

4.2.2. there is nothing that could be seen as a **payment or money's worth** for what the volunteer does (not one that a volunteer can benefit from financially-eg with an appreciable or sell on value)-since payments in cash or convertible into cash would be taxable under PAYE;

4.2.3. CSSC moves towards making such rewards' more as a gesture and less as **recognition for services**; and

4.2.4. any reward given is **a token** of thanks and not proportionate to their services.

4.3. In following the above general principles, volunteers should consider the examples provided in Appendix 1 of the type of rewards that **can** be given to volunteers and adopt them in so far as is appropriate and practical;

4.4. In following the above general principles, volunteers should consider the examples provided in Appendix 2 of the type of rewards that **should not** be given to volunteers and restrict the type of thankyou/rewards they provide to their volunteers accordingly;

4.5. There should be a cap of £50 on the financial equivalent to any individual local reward so far as it can be calculated; and

4.6. CSSC volunteers to be made aware of the guidelines and to review any local practices or existing reward and recognition schemes that may fall outside of them.

### 5. Information

Information and support and advice is available from Volunteer Support Team-telephone-01494 888444 or by email at [volunteer@cssc.co.uk](mailto:volunteer@cssc.co.uk).

### 6. Review

The proposals within the guidelines have been approved by the Volunteer Committee and will be reviewed regularly to ensure they remain appropriate to the needs of CSSC and its volunteers.

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## Appendix 1

### Examples of good practice in relation to rewarding volunteers for their support of and contribution to CSSC and its members

- a. Free or discounted places on trips/events organised by the volunteer where the volunteer needs to be in attendance for the trip/event to happen but not disproportionate to time or volunteer.
- b. Free or discounted places on trips/events as a reward to volunteers can be acceptable as a token of thanks but not disproportionate to time served as a volunteer.
- c. Offer to use unsold tickets for events.
- d. Celebration/thank you events are highly encouraged by CSSC and link in with CSSC's own National Volunteer Rewards and Recognition Programme.
- e. Subsidies or grants to support training such as First Aid and coaching qualifications, but only if relevant to the volunteer role.
- f. Simple celebration or thank you gifts that cannot be resold or any profit made from.
- g. Reward with tangible gifts e.g. flowers, books of interest linked to the volunteer's interests
- h. Nomination to CSSC Awards.
- i. Thank you dinners.
- j. Branding / Clothing/ Equipment to support a volunteer in their role.
- k. A simple thank you.
- l. Gift vouchers- as long as the cost is reasonable in proportion to the organisation's total income and proportionate to the volunteer's contribution.

NB Actual out of pocket expenses or travel expenses can be reimbursed as per CSSC Expenses Policy and Procedures for Volunteers.

## Appendix 2

### Examples of practices in relation to rewarding volunteers for their support of and contribution to CSSC and its members that should not be followed

- a. Any cash payments to volunteers for services rendered (not including out of pocket expenses or travel).
- b. Regular provision of rewards.
- c. Any reward linked to performance. E.g Free tickets once a set amount of other tickets have been sold.
- d. Any expectation of rewards for volunteering activity.
- e. Rewards with a re-sale value or where the volunteer can benefit or profit financially.
- f. Any reward disproportionate to volunteering activity. E.g. a £70 ticket to a theatre show for only 1 hour of volunteering.
- g. Contribution to home utilities.
- h. Cash vouchers-something that can be exchanged for cash rather than goods.

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